# Request for Quotes Q&A

*Lake County, Ohio Website Redesign*

Board of Lake County Commissioners and Lake County Information Technology Department

23 August 2013

**Q** - Can another CMS system be used instead of DNN?

**A** - No, the site redesign must utilize our current CMS system DNN.


**Q** - Will Dearborn County provide the DNN professional development license?

**A** - No, Dearborn County was referenced as an example of characteristics we like in regards design, looks and functionality of the website. Lake County owns a current DNN Professional Edition license with support as stated in the RFQ.


**Q** - In the RFP you mention that you want an uniform appearance but the ability to clearly know the office/department from page to page.  Do you have any color preferences, and if so, do you want the color scheme to be uniform or could they be different from office/department?

**A** - Color preference would be based on the new homepage design and we may choose to offer 2-3 complimentary colors and layouts for the department landing pages. I have attached the County logo to be incorporated in the design. The department landing pages will contain a clear decisive way of letting the visitor know what department they are under on the website while maintaining a uniform look of the website. Our existing site somewhat accomplishes this on the top banner for each elected official page. We would require something more appealing and harmonious with the new site design.


**Q** - For the Online bill payment requirement, is this just a 3rd party that we are linking to or something else?

**Q** - What type of payments will Lake County want to accept within the website (credit cards, check, PayPal)?

**Q** - Does Lake County already have an online payment processor that would handle the transactions?

**A** - There will be no actual bill pay processing required at this time on our site. Payments are processed through various 3rd party vendors depending on the department. Our vision is simply a web page listing the different departments that accept payments and how to pay them. Example: Type of bill, Mail to, pay in person address with link to directions, pay online (link to 3rd party) and pay by phone or other. The idea came from this website: http://www.co.union.nc.us/Home/PayABill.aspx

We will collect the appropriate payment information and acceptable payment types that will be listed on this page.

**Q** - One of the requests is for "an interactive Calendar". What needs to be interactive about it? Exportable to other calendars or residents putting events on the calendar or something else?

**A** - The vision is to have departmental calendars for things such as meetings, events, collections, etc... that various departments need to announce. Individual departments would be able to post items to their departmental calendar and then if flagged in a particular way these specially flagged announcements would display on the home page. If possible we would like be able to override flagged items for the home page or have a built-in approval process prior to displaying such announcements on the home page. Options to display the calendars in list, week, and month views would be desirable. Calendar view on the home page will most likely be a list view of upcoming meetings, events, etc... Residents would not need to post anything on the calendar nor would there be a need for the calendars to be exportable.

**Q** - What mobile platforms is the county interested in (iOS, Android, etc.)?

**Q** - What would be the purpose of the mobile apps (i.e. pay bills, calendar events, send emails to different departments, etc.)?

**A** - The website should be easily rendered and navigable on popular mobile/tablet devices such as iOS and Android. A true mobile website may be unnecessary due to the pinch and squeeze capabilities of most mobile/tablet devices these days. At this time there is no need for a mobile app.

**Q** - Will content need to be rewritten by the consultant for best website practices and SEO optimization?

**Q** - In the RFP there was no mention regarding Search Engine Optimization. Will the review of the current Search Engine Optimization campaign be part of this project, more specifically the content writing, keywords, titles, and descriptions? Will this project need a phase to account for SEO?

**A** - We feel the site does not need to be SEO optimized. The website will however will need to feature a "Search This Site" type search. Our visitors come to the website and then search for what they are looking for. Such as: how do i apply for a marriage license, particular forms they need to fill out, etc... Most people would not search Google or Bing for Lake County Ohio Clerk of Court document number 12345 for example.

**Q** - What search engine do we use on your current site?

**A** - The default DNN search engine.

**Q** - Do you have a defined budget for this website project?

**A** - Yes but we will not disclose that information since we are requesting quotes. We feel the quotes should fall within our budgeted amount based on feasibility discussions with our peers.